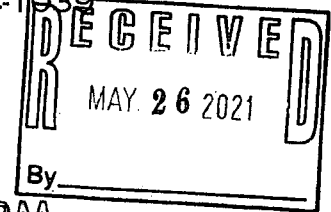


ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1PET (1738) FAX (602) 364-1939

VETBOARD.AZ.GOV



COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: MAY 26, 2021 Case Number: 21-145

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Dr. Bernard Mangone

Premise Name: Palm Glen Animal Hospital

Premise Address: 7771 n. 43rd ave City: Phoenix State:

AZ Zip Code: 85051 Telephone: 602-841-1200

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Jackie Anderson

Address: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: __Panda__
Breed/Species: __Short Hair Feline__
Age: __~13__ Sex: __Female__ Color: __black/white__

PATIENT INFORMATION (2):

Name: _____
Breed/Species: _____
Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Phoenix Veterinary Referral and Emergency -
4015 E Cactus Rd phx AZ 85032, 602-765-3700
All Creatures Animal Clinic -
4022 E. Greenway rd suite 7 phx az 85032, 602-493-5090
Canyon State Veterinary Specialties (AZ Veterinary Dental Specialists -
7823 W. Golden Ln Peoria AZ 85345, 602-942-1486

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Adrian Valino - _____

Lindsay Oneil _____

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: __Jacqueline Anderson__

Date: __5/24/2021__

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

Panda went in for a dental cleaning with the understanding that if she had any teeth that needed to be pulled that would be done. it was decided that all her teeth would be pulled to help avoid issues in the future of having to do surgery every year. After her surgery she continued to gag while eating. i thought it was her stitches that her tongue was getting caught on, and thought nothing of it. She later developed a UTI, which she was put on medication for. The gagging and trouble eating stopped while on the antibiotics. Once those were done she again started having trouble eating, making sounds of anger and pain at her food and eventually stopped eating and drinking all together. I made an appointment with a new vet, and ended up bringing her to the emergency vet, to find out that she has a couple broken roots with nerves exposed from the dental surgery that were extremely infected. She also has a mass growing in her throat that i was not made aware of when he had her dental surgery, that the emergency vet pointed out. It was recommended to put her down, however we decided to get a second opinion, and put her on antibiotics again until we could get to her appointment with the new vet. Once at the new vet they noticed she had 3 exposed roots, some kind of issue in the back of her throat with the mass and extreme redness, as well a a gallop in her heart. Due to her situation and condition it was recommended that we go to a dental specialist to ensure everything is removed properly. Panda has been on antibiotics and pain medication for 3 weeks now to keep the infection away and will be for another week until we can get to the specialist for her surgery. she is an older cat and this has caused her to be in extreme pain for 2 months now, so i worry what this has done to her as far as quality of life.

Bernard Mangone, DVM
Palm Glen Animal Hospital
7771 N 43rd Ave
Phoenix, AZ 85051
602-841-1200
[REDACTED]

RE: 21-145

To whom it may concern:

Ms Anderson presented Panda for a dental procedure and, specifically, for stomatitis. Panda was examined and found to be in good health for anesth. There was a very intermittent low grade murmur noted prior to anesth but D/T the inconsistent nature this was assumed to be non pathologic.

Panda was anesth and placed in dentistry where an oral exam was performed. a 4 quadrant block was performed to facilitate post op comfort D/T probing and manipulation of the inflamed tissues and any needed extractions. There were few remaining teeth with 3 being premolar fragments L mand and the others were the mandibular canine teeth. The premolars were removed with minimal effort and the canines were cleaned, polished, and left in place D/T shallow probing, minimal gingivitis, no mobility, and the likelihood of a jaw Fx.

Panda was awakened from anesth and recovered well. Panda was sent home with discharge instructions.

Please see the medical record for subsequent interactions with Ms. Anderson. She refused to bring Panda back in for a recheck at the time that she believed that we had given Panda a UTI (about 3 weeks post dental) when it was suggested both for post op and for the UTI like signs. She was vocal about not wanting to come in even with it being suggested and offered as a Post Op no charge visit.

During pervious visits with myself and Dr. Smith stomatitis had been discussed with Ms. Anderson extensively and she told us that she had also done research into the disease on her own, as all owners should.

As can be seen from the emails and notes in the chart, when Ms Anderson continued to decline to return for a recheck, we offered to and did pay for evaluations by both another general practice and by the dental specialists with the understanding that if they decided that we had been at fault and caused Panda's issues we would pay for that care. During this entire time Ms. Anderson was profane and abusive to the staff and office manager on multiple occasions. Once we spoke with the dental specialist after their exam we severed all ties with Ms Anderson D/T her continued abusive and profane interactions.

Respectfully,

Berney Mangone, DVM

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

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INVESTIGATIVE COMMITTEE REPORT

TO: Arizona Veterinary Medical Examining Board

FROM: AM Investigative Committee: Robert Kritsberg, DVM - Chair
Christina Tran, DVM - **Absent**
Carolyn Ratajack
Jarrod Butler, DVM
Steven Seiler

STAFF PRESENT: Tracy A. Riendeau, CVT – Investigations
Marc Harris – Assistant Attorney General

RE: Case: 21-145
Complainant(s): Jackie Anderson
Respondent(s): Bernard Mangone, D.V.M. (License: 3371)

SUMMARY:

Complaint Received at Board Office: 5/26/21
Committee Discussion: 11/2/21
Board IIR: 12/8/21

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised September
2013 (Yellow).

On March 25, 2021, "Panda," a 13-year-old female domestic short hair cat was presented to Respondent for a dental procedure. All of the cat's remaining teeth were extracted except for the lower canines due to severe stomatitis.

On April 8, 2021, Complainant emailed Respondent's premises stating the cat had a urinary tract infection which she believed was related to the dental procedure. Respondent authorized an antibiotic.

On May 11, 2021, the cat was presented to an emergency facility due to difficulty swallowing and not eating. After evaluation, Dr. Erdman advised the cat's issues could be due to stomatitis, tooth root abscess, or the raised lesion in the back of the mouth. It was recommended the cat be evaluated by her primary care veterinarian.

On May 17, 2021, the cat was presented to All Creatures Animal Clinic for evaluation of the mouth. Dr. Hooper noted moderate stomatitis and a focal region of moderate gingivitis. Diagnostics were recommended as well as a referral to a dental specialist.

On June 4, 2021, the cat was presented to Arizona Veterinary Dental Specialists for evaluation. The cat was diagnosed with caudal stomatitis.

**Complainant was noticed and did not appear.
Respondent was noticed and appeared.**

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Jackie Anderson*
- Respondent(s) narrative/medical record: *Bernard Mangone, DVM*
- Consulting veterinarian(s) narrative/medical record: *All Creatures Animal Hospital; PVERC; and AZ Veterinary Dental Specialists.*

PROPOSED 'FINDINGS of FACT':

1. On March 25, 2021, the cat was presented to Respondent for a dental cleaning and extractions due to stomatitis. Upon exam, the cat had a weight = 8.5 pounds, a temperature = 100.7 degrees, a heart rate = 200bpm, and a respiration rate = 40rpm. A grade 1/2 heart murmur was heard, which was likely due to handling as it was intermittent. Blood was collected for testing and was within normal limits. An IV catheter was placed and LRS fluids were started; the cat was pre-anesthetized with torbutrol, induced with propofol, and maintained on isoflurane and oxygen.

2. Respondent examined the cat's mouth and noted hyperplasia in the caudal aspect of the oral cavity with the appearance of an inflammatory lesion. This was removed on the left to stop impingement when closing the mouth. It was also protruding from under the tongue and associated with the commissure. Respondent applied a lidocaine block to all four quads – 0.3ccc, 2% each quad.

3. Respondent extracted the cat's remaining teeth due to severe stomatitis and tooth resorption, except teeth 304 and 404. The cat was administered meloxicam SQ and recovered uneventfully from anesthesia. The cat was discharged later that day with meloxicam and clavamox drops.

4. On April 8, 2021, Complainant called expressing frustration that the cat had a urinary tract infection and believed it was related to the dental procedure conducted on March 25th. Complainant refused to bring the cat in for exam and recheck of the mouth, therefore Respondent called in a prescription of amoxidrops to a local pharmacy. Complainant was to bring the cat in if no improvement.

5. On May 11, 2021, the cat was presented to Phoenix Veterinary Referral & Emergency Center (PVREC) due to gagging/ having trouble eating. Dr. Erdman examined the cat and noted a significant heart murmur, grade 4-5/6. There was visible exposure of the right maxillary canine with absence of the crown. The gingiva overlying the right maxillary canine appeared swollen and erythematous and the cat was sensitive to palpation of the area. In the caudal aspect of the cat's mouth on the right side at the level of the commissure of the gingiva, there was a 1 to 1.5cm by 3/4cm wide area of raised irregular pink tissue present.

6. Dr. Erdman discussed her findings with Complainant and stated there could be several

reasons for the cat's trouble eating. She was concerned that the root from the upper right canine may be painful from being exposed or could have a tooth root abscess give the color of the gums in that area and the presence of swelling. The cat also may not be eating well due to the lesion in the back of her mouth – which could be stomatitis, however, it could also be an early tumor; biopsy was recommended. Dr. Erdman felt the next step should be to investigate the heart murmur by having thoracic radiographs and a cardiac ultrasound performed prior to any sedation and anesthetic events. Complainant elected to start with antibiotics, pain medication, and follow up with her primary care veterinarian to discuss dental radiographs to remove the exposed root and biopsy the mass at the same time. The cat was discharged with clavamox and gabapentin.

7. On May 14, 2021, Complainant contacted Respondent's premises with concerns with the findings at the emergency facility. She felt that Respondent did not inform her of a mass in the cat's throat and left tooth roots behind. Respondent stated that there was not mass at the time of the dental. The mass may need to be biopsied as stated by Dr. Erdman, and if they erroneously left behind a tooth root, they would extract or arrange for that root to be removed. Complainant did not bring the cat to Respondent for evaluation.

8. On May 17, 2021, the cat was presented to Dr. Hooper at All Creatures Animal Clinic for evaluation. Upon exam, she noted that most of the cat's teeth were missing except for the lower canines. There appeared to be a focal region of moderate gingivitis noted along the caudal right mandible. The cat also appeared to have moderate stomatitis along the caudal oral cavity. Dr. Hooper observed the cat have periods of abnormal swallowing/gagging and intermittent pawing at the mouth while in the exam room. Dr. Hooper ausculted a grade 2/6 heart murmur.

9. Dr. Hooper discussed her findings at length with Complainant. She recommended thoracic radiographs and blood work; Complainant agreed. Diagnostics were performed – the cat's globulins were increased and T4 was normal. Radiographs were reviewed by a radiologist – the cat's heart was within normal limits and no CHF or decompensation was noted at that time. An echocardiogram and referral to a cardiologist was still recommended.

10. Dr. Hooper explained that the cat may require additional diagnostics to better establish a definitive treatment plan. She recommended referral to a veterinary dental specialist. Dr. Hooper recommended continuing to offer the cat soft foods, and continue antibiotics and pain medications. The cat was discharged with additional clavamox. Dr. Hooper had no further contact with Complainant other than leaving a follow up voicemail with the radiologist report.

11. On June 4, 2021, the cat was presented to Dr. Jucan at Arizona Veterinary Dental Specialists for evaluation. She reviewed the cat's history and was made aware of Complainant's concerns of broken tooth roots and mass in the throat. Dr. Jucan examined the cat and observed the cat have the abnormal chewing behavior that Complainant reported. Thoracic auscultation revealed a grade 3/6 heart murmur. She noted the only teeth present were 304 and 404. Focal gingivitis was present in the area of the missing maxillary canines. There was inflammation of the palate-glossal folds, but no oral or pharyngeal mass was visualized. Dr. Jucan showed

Complainant the inflamed area and she confirmed that this was what she referred to as a mass in the throat. Her diagnosis was caudal stomatitis.

12. Dr. Jucan discussed her findings and recommendations with Complainant. She explained that stomatitis is like an allergic reaction to plaque; if inflammation is persistent all remaining teeth should be extracted. Also any retained roots that are visible on intraoral radiographs should be removed as well. The procedure would require an anesthetized oral exam and intraoral radiographs. At the time of consultation, the cat was eating again and the caudal stomatitis was moderate in severity.

13. Due to the heart murmur, Dr. Jucan advised that a cardiology consult should be performed prior to any further anesthetic procedure. She recommended referral to a cardiologist and provided a written estimate for a future oral surgery procedure.

14. Respondent stated that they offered to and did pay for evaluations by both another general practice and by the dental specialist with the understanding that if they decided that they had been at fault and caused the cat's issues, they would pay for care. During this time, Complainant was profane and abusive to the staff and office manager on multiple occasions. Once Respondent spoke with Dr. Jucan after her exam, they severed all ties with Complainant due to her continued abusive and profane interactions.

COMMITTEE DISCUSSION:

The Committee discussed that especially after reviewing the information from the dental specialist, they did not feel there was a violation. Stomatitis in a cat is difficult to deal with and extraction of the teeth is one method of handling the issue.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the Veterinary Practice Act occurred.

COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 4 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division